

# Claims

- [c1] 1. A method for processing maintenance work orders, comprising:
- identifying a maintenance problem;
  - generating a work order for said maintenance problem in a computer, including at least the location of said problem and the type of said problem;
  - assigning said work order to a technician to fix said problem;
  - entering data from said technician in said computer relating to said technician completing said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order; and
  - comparing said elapsed time entered by said technician for said completed work order to a predetermined standard benchmark for said type of maintenance problem to measure the efficiency of said technician in fixing said problem.
- [c2] 2. The method as defined in claim 1, including communicating said problem to a maintenance office.
- [c3] 3. The method as defined in claim 1, including electronically assigning said work order.

- [c4] 4. The method as defined in claim 1, including recording said technician work order assignment in said computer.
- [c5] 5. The method as defined in claim 1, including electronically transmitting and entering said data from said technician.
- [c6] 6. The method as defined in claim 1, including a customer identifying said maintenance problem.
- [c7] 7. The method as defined in claim 6, including said customer communicating said problem to a maintenance office.
- [c8] 8. The method as defined in claim 7, including said customer electronically communicating said problem to said maintenance office.
- [c9] 9. The method as defined in claim 6, including notifying said customer of the completion of said work order.
- [c10] 10. The method as defined in claim 6, including said customer electronically communicating said problem and generating said work order.
- [c11] 11. The method as defined in claim 10, including said customer electronically checking the status of the work order.

- [c12] 12. The method as defined in claim 1, including wirelessly transmitting said work order and electronically assigning said work order.
- [c13] 13. The method as defined in claim 1, including updating said standard benchmark with said elapsed time of said completed work order.
- [c14] 14. The method as defined in claim 1, including tailoring said work order to include specific characteristics of said location.
- [c15] 15. The method as defined in claim 1, including analyzing said elapsed time and said benchmark to determine if training of said technician is warranted.
- [c16] 16. The method as defined in claim 1, including analyzing said data and generating reports relating to said data and said technician.
- [c17] 17. The method as defined in claim 1, including analyzing said data and identify trends relating to said data.
- [c18] 18. A method for processing maintenance work orders, comprising:  
identifying a maintenance problem;  
communicating said problem to a maintenance office;  
generating a work order for said maintenance problem in

a computer, including at least the location of said problem and the type of said problem;  
electronically assigning said work order to a technician to fix said problem;  
recording said technician work order assignment in said computer;  
electronically transmitting and entering data from said technician in said computer relating to said technician completing said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order; and  
comparing said elapsed time entered by said technician for said completed work order to a predetermined standard benchmark for said type of maintenance problem to measure the efficiency of said technician in fixing said problem.

[c19] 19. The method as defined in claim 18, including a customer identifying said maintenance problem.

[c20] 20. The method as defined in claim 19, including said customer communicating said problem to said maintenance office.

[c21] 21. The method as defined in claim 20, including said customer electronically communicating said problem to said maintenance office.

- [c22] 22. The method as defined in claim 19, including notifying said customer of the completion of said work order.
- [c23] 23. The method as defined in claim 19, including said customer electronically communicating said problem and generating said work order.
- [c24] 24. The method as defined in claim 21, including said customer electronically checking the status of the work order.
- [c25] 25. The method as defined in claim 18, including wirelessly transmitting said work order and electronically assigning said work order.
- [c26] 26. The method as defined in claim 18, including updating said standard benchmark with said elapsed time of said completed work order.
- [c27] 27. The method as defined in claim 18, including tailoring said work order to include specific characteristics of said location.
- [c28] 28. The method as defined in claim 18, including analyzing said elapsed time and said benchmark to determine if training of said technician is warranted.
- [c29] 29. The method as defined in claim 18, including ana-

lyzing said data and generating reports relating to said data and said technician.

[c30] 30. The method as defined in claim 18, including analyzing said data and identify trends relating to said data.

[c31] 31. A method for processing maintenance work orders, comprising:  
a customer identifying a maintenance problem;  
said customer communicating said problem to a maintenance office;  
generating a work order for said maintenance problem in a computer, including at least the location of said problem and the type of said problem;  
wirelessly transmitting said work order and electronically assigning said work order to a technician to fix said problem;  
recording said technician work order assignment in said computer;  
electronically transmitting and entering data from said technician in said computer relating to said technician completing said work order, including at least the action taken to fix said problem and the elapsed time to complete said work order;  
notifying said customer of the completion of said work order; and  
comparing said elapsed time entered by said technician

for said completed work order to a predetermined standard benchmark for said type of maintenance problem to measure the efficiency of said technician in fixing said problem.

[c32] 32. The method as defined in claim 31, including said customer electronically communicating said problem to said maintenance office.

[c33] 33. The method as defined in claim 31, including said customer electronically communicating said problem and generating said work order.

[c34] 34. The method as defined in claim 32, including said customer electronically checking the status of the work order.

[c35] 35. The method as defined in claim 31, including updating said standard benchmark with said elapsed time of said completed work order.

[c36] 36. The method as defined in claim 31, including tailoring said work order to include specific characteristics of said location.

[c37] 37. The method as defined in claim 31, including analyzing said elapsed time and said benchmark to determine if training of said technician is warranted.

[c38] 38. The method as defined in claim 31, including analyzing said data and generating reports relating to said data and said technician.

[c39] 39. The method as defined in claim 31, including analyzing said data and identify trends relating to said data.